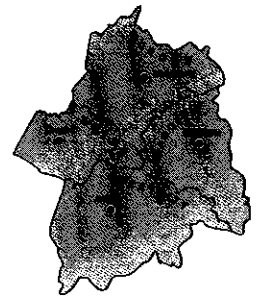




BILL DUNCAN
General Manager

LICKING VALLEY
RURAL ELECTRIC COOPERATIVE CORPORATION
P. O. Box 605 • 271 Main Street
West Liberty, KY 41472-0605
(606) 743-3179

FOR COMMENT



2003-157

RECEIVED

MAY 14 2003

PUBLIC SERVICE
COMMISSION

May 12, 2003

Mr. Thomas M. Dorman
Executive Director
Kentucky Public Service Commission
Post Office Box 615
Frankfort, Kentucky 40602-0615

RE: February 16, 2003 Ice Storm Restoration Assessment

Dear Mr. Dorman:

Per your request in letter dated March 12, 2003, please find enclosed Licking Valley Rural Electric Cooperative Corporation's Ice Storm Restoration Assessment for your review.

If additional information is needed or required, please let us know.

Sincerely,

Bill Duncan
General Manager

BD:slv

Enclosures



LICKING VALLEY RURAL ELECTRIC COOPERATIVE CORPORATION

Ice Storm Restoration Assessment

Initial evaluation/assessment of damage

Initially, we began receiving calls at approximately 11:00 p.m. on Saturday, February 15, 2003 pertaining to the storm damage, outages started occurring and left LVRECC with approximately 5 consumers without service. At approximately 3:00 a.m., EKP transmission of electricity was out of service to four of their substations that provide electricity to LVRECC, which accounted for approximately 5300 consumers. This power was restored to the substations at approximately 6:00 a.m. on Sunday, February 16, 2003. Approximately 319 consumers remained without electrical service.

Prioritization of repairs

Beginning 3:00 a.m. until 6:00 a.m. our General Superintendent Larry Easterling called in LVRECC employees, Dobson Power Line Construction employees, and W. A. Kendall Right-of-Way Clearing employees which are contracted with LVRECC, and Jackson Energy sent four employees, two foremen and two line personnel, to assist us.

A timeline, scaled at increments no greater than 24 hours, of the number of employees and heavy equipment participating in the restoration. Employees should be categorized by classification and employer

On Sunday we had notified approximately 60 individuals to report for immediate work to restore this service with 51 pieces of rolling equipment. This including pickup trucks, bucket trucks, pole trucks, maintenance trucks, 4-wheel drive pickup trucks, a gator, a 4-wheel drive farm tractor, disc chipper trucks, etc.

Licking Valley RECC

<u>Employee(s)</u>	<u>Title</u>
1	General Manager
1	General Superintendent
1	Assistant to the General Superintendent
1	First Class Meter Person
5	First Class Line Persons
7	Laborers

Licking Valley RECC
Ice Storm Restoration Assessment
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1	Assistant Mapping Data Entry Person
1	Data Entry Person/Cashier
1	Mechanic
2	Office Clerks
1	Plant Accountant
1	Purchasing Agent
1	Second Class Line Person
1	Staking Engineer
1	Supervisor, Construction Crew

<u>Equipment Used</u>	<u>Number</u>	
Bucket Trucks	4	
Pole Truck	1	
Maintenance Trucks	5	
4-W Drive Pickup Trucks	8	
Gator	1	L. Easterling
4-W Drive Tractor	1	L. Easterling

Dobson Power Line Construction

<u>Employee(s)</u>	<u>Title</u>
2	Superintendents
5	Foremen
3	Ground Persons
6	Line Persons
5	Operator

<u>Equipment Used</u>	<u>Number</u>
Pickup Trucks	9
Bucket Truck #137	1

W. A. Kendall Company

<u>Employee(s)</u>	<u>Title</u>
4	Foremen
8	Laborers

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<u>Equipment Used</u>	<u>Number</u>
4-W Drive Pickup Trucks	2
2-W Drive Pickup Truck	1
4-W Drive Tractor	1
Dump Chip Truck	1
Disc Chipper	1
Power Saws	11

Jackson Energy Cooperative

<u>Employee(s)</u>	<u>Title</u>
2	Foremen
2	Line Persons

<u>Equipment Used</u>	<u>Number</u>
4-W Drive Pickup Truck	3
Small Bucket Truck	1

NOTATION: February 20-27, 2003, LVRECC sent employees to assist Grayson RECC's ice storm which occurred on February 15, 2003.

<u>Employee(s)</u>	<u>Title</u>
1	General Superintendent
1	Assistant to the General Superintendent
3	First Class Line Persons
7	Laborers
1	Mechanic
1	Purchasing Agent
1	Second Class Line Person
1	Staking Engineer
1	Supervisor, Construction Crew

<u>Equipment Used</u>	<u>Number</u>
4 X 4 Trucks	8
Line Body Truck	5

Licking Valley RECC
Ice Storm Restoration Assessment
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A timeline showing the number of customers without service at increments no greater than 12 hours

Outages started occurring about 11:00 p.m., Saturday, February 15, 2003, at this time there were about 5 consumers out of service.

About 3:00 a.m., Sunday, February 16, 2003, East Kentucky Power lost transmission to four (4) substations, leaving approximately 5,300 consumers without power. Approximately 6:00 a.m., Sunday, power was restored to the four (4) substations, leaving approximately 319 consumers without power.

From 6:00 a.m., Sunday, February 16, 2003 until 6:00 p.m., Sunday, power was restored to approximately 85 consumers, leaving approximately 234 consumers without power.

From 6:00 a.m., Monday, February 17, 2003, until 6:00 p.m., Monday, power was restored to approximately 171 consumers, leaving approximately 63 consumers without power. Also, approximately 12:00 p.m., Monday, East Kentucky Power lost transmission to the Oakdale substation putting an additional 1,800 consumers out of service. Power was restored to the Oakdale substation approximately 6:45 p.m., Monday.

From 6:00 a.m., Tuesday, February 18, 2003, until 6:00 p.m., Tuesday, power was restored to approximately 48 consumers, leaving approximately 15 consumers without power.

From 6:00 a.m., Wednesday, February 19, 2003, until 6:00 p.m., Wednesday, power was restored to the remaining 15 consumers.

Service personnel and crews did not work after dark due to unsafe conditions. Trees continued to fall around the workers and their location could not be detected in the dark.

Availability and effectiveness of contract crews and/or mutual aid crews

LVRECC has contracts with Dobson Power Line Construction and W. A. Kendall Company. These contracts include emergency availability for storms or catastrophic situations. Additionally we received assistance from Jackson Energy Cooperative.

Operational coordination between your utility and contractors, volunteers and governmental agencies

LVRECC has employed by contracts to corporations to be available and on call for any emergencies or catastrophes which may occur.

Our General Superintendent, Larry Easterling, will coordinate and assign work to be performed by these contractors. No volunteers and/or government agencies assisted in this storm restoration.

Availability of material and supplies

We had all the needed materials and supplies in stock on hand to restore electrical services to our consumers. We also assisted Grayson RECC in supplying them with some materials and supplies.

Tree trimming practices and history (clear-cut, trim, time between cycles, etc.)

LVRECC right-of-way is on a 5-year cycle, cutting, mowing, and spraying.

Note: LVRECC Right-of-way was cut and mowed approximately 60 feet wide before the ice storm on February 15, 2003 in this service area.

Consumer hours out and utility expenditures per consumer hour out

Consumer hours outage from 11:00 p.m., Saturday, February 15, 2003, through 6:00 p.m., Wednesday, February 19, 2003, is approximately 42,605 outage hours.

Call Center operations (IVR, contract call center, daily average response time per call, etc.)

This statement about response time is answered within statement number four (4). As soon as outages occur, consumers call the outage line. As soon as the first call came in, service personnel were dispatched to the outage.

Outage tracking/response software used; to what extent

LVRECC manually tracks outages through a paper-based trouble report system. Trouble reports are documented, summarized, and communicated to management. Management uses these reports to coordinate and prioritize restoration efforts.

Communications with customers, media, public officials, governmental agencies, PSC

LVRECC employees answered every call by consumers and kept them up-to-date on progress of outage restoration. The Morgan County Judge's Office called to offer assistance from the county road department, if deemed necessary.

LVRECC furnished updated information to the PSC, KAEC, EKP, as well as the local radio, newspaper, and public officials.

Coordination of efforts with the Division of Emergency Management and other local emergency management officials

We coordinated throughout this storm with the Kentucky Association of Electric Cooperatives, Dennis Cannon; East Kentucky Power Cooperative, Paul Atchison and other employees of East Kentucky Power Cooperative; along with local government agencies.

Plans for post restoration cleanup and outside facility inspections

Ninety-five percent of restoration cleanup was completed by approximately 3:00 p.m., Thursday, February 20, 2003.

Later LVRECC relocated 4 span of electric line from a remote area to the road way. This completed our restoration and cleanup.

After restoring the utility lines a visual inspection was performed to assure compliance before energizing.

What service/support could the PSC offer that would be of assistance

LVRECC retained open communications with the Public Service Commission as we do in all excessive outages.

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Ice Storm Restoration Assessment
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LVRECC commends the Public Service Commission for informing the general public through the news media about the procedure the general public must follow in getting their service restored when a catastrophic electric occurrence happens as in this past ice storm. Also, reiterating the safety practices that individuals must follow.

Other factors that you deem useful in evaluating the outage and restoration process should also be included in your assessment

Kentucky Cooperatives have scheduled meetings to compare best practices and establish benchmark for assessment to analyze what area of improvement might be accomplished for future electrical service outages.

THE LICKING VALLEY COURIER THURSDAY, APRIL 17, 2003

**THANKS TO L.V.R.E.C.C,
AND WORKERS**

To the Editor:

Many times it is said that companies are just as good as their people working for them.

On Feb. 15, 2003, the area of Rowan County I live in was hit by a devastating ice storm leaving everyone here out of electricity for 12 days. Our roads were also blocked with many trees and limbs just laying everywhere. Farmers where I live have literally miles of fence totally ruined, which will take long to repair.

Yes, we had several electric companies show up for repair of our vital electric lines. And yes, it was very evident that one company's employees were just as interested in repairing our lines as if they were their own.

The Licking Valley R.E.C.C. and workers should receive a GREAT THANK YOU from everyone where I live. These workers stayed on the job all the time; they did not even take lunch breaks. They treated us as if we were their customers. They worked tirelessly trying to get our electricity on, getting a ridge a day hooked up — while other companies were just getting around 1,000 feet per day. The men of Licking Valley R.E.C.C. were always on the job.

Hats off to those good working people. Thank you very much from the people of Rowan County and especially the Oak Grove Road ridge area. Your tireless work and efforts are well appreciated.

Sincerely,

Mr. and Mrs. Norwood Caudill
700 Oak Grove Road
Morehead, Ky. 40351